



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

BUREAU CHIEF, INSURANCE COMPLIANCE, DOI

\$5,831 - \$7,047

MARKET CONDUCT DIVISION - FIELD CLAIMS BUREAU

LOS ANGELES, SAN FRANCISCO, or SACRAMENTO

RESPONSIBILITIES:

Under general direction of the Market Conduct Division Chief, the incumbent will manage and direct the work of field staff engaged in conducting examinations of the claims practices of all insurers licensed in the state of California. This responsibility includes staffing, training, planning, scheduling, evaluating, and directing staff to ensure that the examination process is conducted in an efficient and effective manner. Specifically, the Bureau Chief will have constant involvement in the recruitment and hiring process, and the corresponding training and planning that is required; directing Bureau operations and activities including scheduling and assigning appropriate staff to conduct on-site field examinations of over 1,000 insurers; visiting exam sites to supervise progress, direct involvement in the resolution of examination criticisms where necessary in order to achieve restitution to claimants, negotiation of financial penalties to insurers when violations of the law have occurred; reviewing staff's examination reports verifying that proposed resolutions are acceptable and effectuate compliance; developing administrative Bureau procedures and revisions to the examination format; and other administrative responsibilities associated with effectively managing the Bureau.

DESIRABLE QUALIFICATIONS:

- An advanced working knowledge of insurance products, insurance law, and insurance company practices and procedures (particularly those related the claim handling);
- Ability to provide direction and leadership;
- Must be able to develop and maintain effective working relationships with all levels of staff and with industry contacts;
- Must be able to communicate effectively, and analyze and solve administrative and technical problems.

WHO MAY APPLY:

Applications will be accepted from current State employees at the Bureau Chief level, those within transfer range, or individuals who have list eligibility. Training and Development Assignments may be considered for certain classifications only if necessitated for recruitment purposes. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.***

APPLICATION PROCEDURE:

Send a completed standard State of California application to Teresa Foster, Department of Insurance, Human Resources Management Bureau, 300 Capitol Mall, 13th Floor, Sacramento, CA 95814. ***Please indicate "#413-342-8606-001" on the State application.*** For additional information, please call (916) 492-3423.

FINAL FILING DATE: FEBRUARY 29, 2012 – CLOSE OF BUSINESS

NOTE: Interested individuals, including list eligibles, must submit applications by the final filing date in order to be considered for this position.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

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